

APPENDIX B

Electronic Case Management System proposal

Background

As part of the agreement for a strategic partnership with Hampshire County Council (HCC) for the management of its children's services, both the Isle of Wight Council (IWC) and HCC are working on transferring its Electronic Case Management system to be hosted by HCC. Both authorities use Northgate's Integrated Children's System (ICS) though on widely different versions (IWC on v22 and HCC on v27).

Additionally HCC are in the process of procuring a new suite of Children's systems and expect to award contract in August 2013. IWC has been included as part of this tender.

Approach

The agreed approach between both authorities is to break down into two phases as follows:

- Phase I – transfer current IWC's version of ICS to, and be hosted by, HCC. This will require migration of a number of versions and removal of Adults information to comply with Data Protection requirements. Likely timescales 4 months (to end Sept 2013).
- Phase II – Move to new 'Electronic Case Management' system for Children's. Currently HCC are in competitive dialogue with two suppliers with contract award expected in Aug 2013. Likely timescales thereafter is 12 months.

Activities required

Detailed plans for delivering a combined solution of the Electronic Case Management system are being produced (expected by early June). The high level activities required are as follows:

- HCC draw up technical migration plan
- IWC plan for migrating / segregating its Adults data from Children's in preparation for transfer to HCC systems
- Carry out test migration path
- Migrate IWC data
- Training of staff in new solution and respective business processes
- Go Live – initial target date of end of September 2013.

Costs

The detailed costs of phase 1 are still being worked through but will include capital costs of migrating current ICS system to a HCC hosted arrangement and on-going revenue costs of running the system. The Isle of Wight Council would have incurred these types of costs in any event if we continued with replacing the system ourselves. It is likely initially, however, that there will be some additional costs. There is provision in the Capital Programme contingency to meet these capital costs and the on-going revenue costs can be met in 2013/14 from revenue provisions set aside as part of the 2012/13 outturn. The on-going revenue costs in 2014/15 will have to be met from the overall cost arrangements with HCC. Capital provision has been made in the capital programme for phase II. The capital costs of

both phases will be in the region of £500k - £700k and the on-going revenue costs in the region of £200k - £250k. These figures will continue to be refined over the coming weeks.

Risks, issues and challenges

The following risks, issues and challenges identified are:

- HCC's costs will be higher than those currently experienced by IWC. This will need to be discussed and negotiated once full hosting costs have been identified
- Segregation of Children's and Adults data required before migration can be complete. Data migration is always difficult to forecast how long it will take so careful management is required. To mitigate this work will commence immediately and will run in parallel with the testing of technical upgrades to save time.
- Resource constraints. A project plan is being prepared which will identify resource required up front.
- IWC use other systems / file storage such as Electronic Social Care Records (document management) and file share. These will not immediately be looked at for migration but will need to be taken into account when ICS data is transferred. There are likely to be cost implications for this process.
- Business processes changes will need to be considered as part of moving to a later version hosted by HCC. Whilst it will be difficult to make wholesale changes within the timeframe it is imperative that changes to the way staff will record are made and adhered to.

Next Steps

The next immediate steps will be to complete detailed project plan, full risk assessment and detailed cost analysis. It is anticipated that this will be completed within the next two weeks.